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November 10<sup>th</sup>, 2014

To whom it may concern,

World Fuel Services has worked with Baltic Ground Services (BGS) for several years in Lithuania and Poland. Their service on the ground speaks reliability and punctuality. On the administrative side, the BGS team is usually pretty responsive to customer inquiries. In general, it is a pleasure to work with them.

Sincerely,

A handwritten signature in black ink, appearing to read "Marcela Gonzalez". The signature is fluid and cursive, with a large loop at the end.

Marcela Gonzalez  
Aviation Supply Manager – Europe  
WFS Europe, LTD.